

IT Professional Technical Services Master Contract Program T#:902TS

Statement of Work (SOW) for Technology Services

Issued By: Ramsey County Information Services
Project Title: Telecom – VoIP & Unified Communications
Service Category: Network (Data, Video, Voice) – Voice over IP/IP Telephony

Business Need

Ramsey County, through its Information Services Department (the “County”) requires the services of a consultant with expertise in VoIP & Unified Communications to identify potential and appropriate Voice Communications products for a specific Telecommuter functional need of the County.

Background: County Telecommuters are unable to use County phone lines remotely and the current practice is to supply the Telecommuter with a County cell phone. The County cell phone has an independent messaging system which does not connect to the County phone lines. This means that County Telecommuters cannot cover phones for co-workers, cannot transfer messages to co-workers and cannot cover ACD lines when they are working remotely. All County Telecommuters are provided with a County laptop which includes a built-in microphone. These laptops connect to the County’s network via NetMotion VPN and are used by the Telecommuter whether they are remote or on-site.

Project Goal: The overall objectives/deliverables of this effort will be a report that compares various alternatives which shall include a specific recommendation for the County and assistance with project management of a trial solution implementation.

Project Deliverables

1) Project Report

A project report should be developed including but not limited to the following:

- a) Overview of project and methodology
- b) A matrix that evaluates various vendors capabilities in the following areas including but not limited to:
 - i) Ability to connect to legacy systems (utilizing County’s existing dial plan)
 - ii) Ability to provide a solution to the immediate requests from departments for telecommuters which include but are not limited to:
 - (1) Initiating calls via County managed laptops
 - (2) Interconnecting with existing systems so telecommuting employees can remotely cover County phones and vice versa
 - (3) Remotely transfer messages from telecommuters to co-workers and vice versa
 - (4) Remotely cover ACD lines
 - iii) Ability to serve the long term requirements of the enterprise
 - iv) Options for procurement

- v) Vendor Support
- vi) Feature Package
- vii) Ability to fit into strategic plans currently in place (MS Lync)
- c) Outline of the advantages/disadvantages of reviewed products
- d) Product recommendation based on demonstrations/presentations from potential vendors
- e) Migration strategy

2) Project Management

- a) Assistance with the implementation of a trial Tele-worker solution
- b) Final product recommendation

Project Milestone

Milestone 1: Kick-Off Meeting

The kick-off meeting will give the consultant the opportunity to gather information about the County's environment necessary to perform the project. Consultant will drive the discussion by going through a pre-engagement checklist with the County. The primary goals are to accurately capture the scope of work and to identify any significant obstacles to completion prior to beginning the project.

Milestone 2: Identify Current State

- **Identify County Needs**
- **Identify County Department(s) for Product Trial(s)**
- **Research Market for Available Products**
Arrange for demonstrations and presentations from potential vendors.
- **Produce Project Report**

Milestone 3: Product Trial Implementation

- **Work with selected trial product vendor(s) and County to test products in selected County department(s)**
- **Present County with final product recommendation based on trials**

Project Schedule

The County would like this project completed by June 1, 2014.

Project Environment (State Resources)

- The County will provide a single point of contact to help the Vendor coordinate access to required project materials and personnel.
- The County will provide documents/diagrams detailing the existing policies, specifications and/or architecture in a timely manner.
- The County will provide the Vendor's consultant an appropriate workspace while s/he is on-site at the County.
- The County will provide the Vendor's consultant any necessary site-access badges.
- The County will make the appropriate County staff available to the Vendor's consultant.

Responsibilities Expected of the Selected Vendor

- Vendor is to dedicate at least one (1) consultant to perform the work outlined in the SOW.
- All County information and documentation is to be considered sensitive and confidential and vendor will treat with the same degree of care which with it treats its own sensitive and confidential information and documentation.
- Vendor shall encourage and facilitate knowledge transfer with the County.

- Time is of the essence and Vendor shall strive to complete this project on time. If Vendor foresees a delay in services, Vendor shall give the County immediate notice of such delay and the parties will determine ways to mitigate the delay's impact on the project.
- Vendor should keep the County informed on the progress of the project on a weekly basis. Vendor may provide status updates via email messages, weekly status reports or phone calls.
- Vendor warrants that all services will be performed with the highest standard of professional service, be free from defects and conform with the requirements of this SOW. Any services corrected or re-performed will be covered by this warranty. Non-conforming services will be replaced, corrected or re-performed at Vendor's expense.

Required Skills

Required minimum qualifications:

- Minimum of 3 years telecommunications consulting with emphasis on developing needed parameters and assessing/recommending enterprise TDM and VoIP telephony systems
- 3 years experience in the assessment of providing mobility options for Tele-workers
- 3 years project management experience

Desired Skills

- RCDD training and/or certification
- IEEE training and/or certification

Process Schedule

- | | |
|--|---------------------|
| • Deadline for Questions | 12/11/2013, 2pm CST |
| • Anticipated Posted Response to Questions | 12/17/2013, 5pm CST |
| • Proposals due | 12/23/2013, 5pm CST |
| • Anticipated proposal evaluation begins | 01/03/2014, 9am CST |
| • Anticipated proposal evaluation & decision | 01/07/2014, 2pm CST |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail to:

Becky Kwapick, Contract Manager
Information Services
becky.kwapick@co.ramsey.mn.us

Questions and answers will be posted on the MN.IT Services website:

(http://mn.gov/buyit/statements/mcp902ts_active.html) according to the **Process Schedule** above.

SOW Evaluation Process

- Experience 70%
- Cost 30%

This SOW does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Response Requirements

- Firm's history and accomplishments including any industry certifications.

- List at three (3) similar projects, two (2) from Government entities, which were successfully executed by your firm. Provide a point of contact for each project.
- Descriptions and documentation of the proposed consultant's technical expertise and experience including number of years employed by firm.
- Indicate if the proposed staff participated in the projects referenced by the firm.
- Provide a list a of at least three (3) similar projects, two (2) from Government entities which were executed by proposed consultant. Please provide a point of contact for each project.
- List any licenses or certifications held by consultant and any other information you feel would be of value or significance.
- Name of Vendor's official contact person for any contractual relationship.
- Detailed response to all SOW requirements including but not limited to:
 - a) Vendor's plan to meet the County's business needs.
 - b) Vendor's plan to complete Deliverables.
 - c) Vendor's plan to complete the Project Milestones.
 - d) Cost proposal detailing hourly rates for all proposed personnel and estimated hours for project deliverables.
- Conflict of interest statement as it relates to this project.
- Required forms to be returned or additional provisions that must be included in proposal
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
 - e) Resident Vendor Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

Proposal Submission Instructions

Submit proposals via email by 12/23/2013, 5pm CST to:

Becky Kwapick
 Contract Manager
 Information Services
becky.kwapick@co.ramsey.mn.us

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this SOW, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:
http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by**:

- 1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- 2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- 3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.